

SKILLS FRAMEWORK FOR AEROSPACE			
SKILLS MAP - Operations Manager (Fleet Management)			
Sector	Aerospace		
Track	Fleet Management		
Occupation	Operations Manager		
Job Role	Operations Manager (Fleet Management)		
Job Role Description	<p>The Operations Manager (Fleet Management) develops aircraft lifecycle management programmes including planning for aviation asset management and strategising improvements to aircraft fleet services. He/She develops reliable maintenance programme strategy for aircraft fleet and optimises maintenance plans to fulfil customer and business requirements. He manages conformance of aircraft maintenance to original equipment manufacturer (OEM), customer and regulatory requirements to ensure continuous airworthiness management for the aircraft fleet.</p> <p>He is responsible for establishing work instructions, quality control and workflow improvements to enhance the organisation's productivity. He supervises all maintenance personnel in optimising utilisation of available manpower and other resources to meet functional, business, and organisational objectives. He drives team performance to achieve business key performance indicators (KPIs) and leads talent recruitment and development plans.</p> <p>He drives continuous improvement in the facility, individually or as part of a team. He analyses operational data to help improve inefficiencies and to predict operational problems and develops action plans for workflow optimisation. He should demonstrate strong leadership capabilities, strategic thinking and foresight, and collaborate cross-functionally to ensure smooth operations and achieve desired organisational outcomes.</p>		
Critical Work Functions and Key Tasks / Performance Expectations	Critical Work Functions	Key Tasks	Performance Expectations (For legislated / regulated occupations)*
	Manage aircraft fleet services	Develop aircraft lifecycle management programmes	In accordance with: <ul style="list-style-type: none"> <li>International Civil Aviation Organisation (ICAO) legislation</li> <li>Air Navigation Order (ANO)</li> <li>Singapore Airworthiness Requirements (SAR)</li> <li>Relevant foreign aviation legislations</li> <li>Workplace Safety and Health (WSH) Act</li> <li>Environmental standards</li> <li>Aerospace quality management system standards</li> <li>ISO, AN, MS, NAS and MIL standards</li> <li>Air Transport Association of America (ATA) standards</li> <li>Special process standards</li> </ul> *Performance Expectations are non-exhaustive and subject to prevailing regulations
		Recommend improvements to the fleet service strategy	
		Develop aviation asset management plans	
	Coordinate aircraft, engine and component maintenance	Develop reliable maintenance programmes for aircraft fleet	
		Optimise maintenance plans to fulfil customer and business requirements in collaboration with maintenance providers	
		Provide project management oversight for maintenance programmes	
		Manage conformance of maintenance works to original equipment manufacturers (OEM), customer and regulatory requirements	
		Provide subject matter expertise in implementing engineering solutions for technical issues	
	Conform to management system requirements	Develop standards and procedures for documentation in compliance with regulatory requirements	
		Establish new and revised standard operating procedures (SOPs) for fleet management operations	
		Manage compliance with legislative requirements and airworthiness standards	
		Enhance environment, safety and health systems, policies and procedures	
		Review organisational quality and risk management systems for improvements	
	Contribute to continuous improvement	Develop sustainability practices for fleet management	
		Lead cross-functional teams in continuous improvement projects	
Develop lean practices for fleet management			
Lead research on market trends and technology applications to drive innovation			
Manage people and organisational development	Develop data analytics plans for strategic decision-making		
	Implement functional plans to achieve business goals		
	Manage adherence to operating budgets for fleet management		
	Collaborate with internal and external stakeholders to ensure smooth business operations		
	Manage staff performance to achieve business key performance indicators (KPIs)		
Lead implementation of talent recruitment and development plans			
Technical Skills and Competencies		Generic Skills and Competencies	
Applied Research and Development Management	Level 4	Leadership	Advanced
Artificial Intelligence Application	Level 4	Developing People	Advanced
Aviation Legislation Compliance	Level 4	Problem Solving	Advanced
Big Data Analytics	Level 4	Decision Making	Advanced
Budgeting	Level 4	Interpersonal Skills	Advanced
Business Continuity Planning	Level 4		
Business Negotiation	Level 5		
Business Opportunities Development	Level 4		

<b>Skills &amp; Competencies</b>	Business Performance Management	Level 4		
	Carbon Footprint Management	Level 5		
	Change Management	Level 4		
	Condition-based Assets Monitoring Management	Level 5		
	Continuous Process Improvement	Level 4		
	Cyber Risk Management	Level 4		
	Engineering Problem Solving	Level 5		
	Green Manufacturing Design and Implementation	Level 4		
	Human Factors Application and Error Management	Level 3		
	Innovation Management	Level 4		
	Internet of Things Management	Level 4		
	Knowledge Management	Level 4		
	Lean Practices Application	Level 4		
	Maintenance Programme Management	Level 5		
	Predictive Maintenance	Level 5		
	Project Management	Level 4		
	Quality System Management	Level 4		
	Risk Compliance and Governance	Level 4		
	Robotics and Automation Application	Level 4		
	Stakeholder Management	Level 4		
Strategy Planning	Level 4			
Workplace Safety and Health Framework Development and Implementation	Level 4			
<b>Programme Listing</b>	For a list of training programmes available for the Aerospace sector, please visit < <a href="https://www.skillsfuture.sg/skills-framework/aero">https://www.skillsfuture.sg/skills-framework/aero</a> >			

The information contained in this